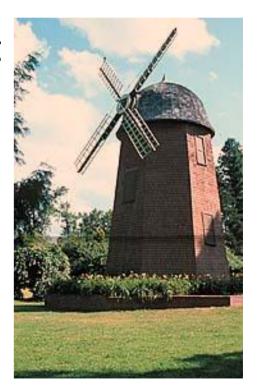


King County's Story

Today's Presentation

- Advancing Performance Measurement
- Enhancing Citizen Engagement
- How shall the twain meet?



About King County Government

Governance

- Elected county executive and nine legislators;
 plus judges, assessor, prosecutor and sheriff
- Large Urban County
 - Population = 1.8 million
 - Geographic Size = 2,100 square miles
- Total Annual Budget
 - Combined capital and operating = \$4 billion

Diverse * Beautiful * Challenged





King County's Vision

- A countywide performance measurement & management system in which:
 - Leaders collaboratively establish county priorities
 - Agency services and resources are aligned to strategic goals and county priorities
 - Citizens are engaged and results are reported
 - Managers and policy-makers participate
 - Organizational learning is enhanced

Moving Forward Over Time

- 1991-2001: some forward steps but C grade
- 2002-2008: endeavors reflect more progress
 - Executive's AIMs High performance report and website,
 KingStat performance management program, and
 Performance Measurement Office
 - Agencies' business plans and operational master plans
 - Council's Priorities for People & new Countywide
 Community Forums
 - Auditor's Office Countywide Performance Measurement work plan & group

Current Model

Executive

Department Strategic Plans

Operational Master Plans

Business Plans & Performance

Measures

Executive Budget

Sheriff, Assessor, Prosecuting Attorney

Agency Strategic Plans

Operational Master Plans

Business Plans & Performance

Measures

Sheriff, Assessor, & Prosecuting Attorney Budgets

Judicial

Agency Strategic Plans

Operational Master Plans

Business Plans & Performance
Measures

Judicial Budgets

Council-adopted King County Annual Budget

Future Model

Citizen Priorities and Community Performance Indicators

King County Priorities

Countywide Strategic Plan and Performance Report

Council

Strategic plan

Operational Master
Plan
Business Plans &
Performance
Measures

Executive

Department strategic plans Operational Master Plans Business Plans &

Performance

Measures

Executive Budget

Sheriff, Assessor, Prosecuting Attorney

Agency
strategic plans
Operational Master
Plans
Business Plans &
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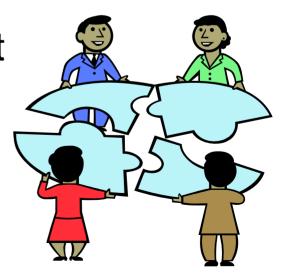
Judicial Budgets

Council Budget

Council-adopted King County Annual Budget

Next Steps for Countywide Performance Measurement

- Subcommittees
 - 1. Strategic Planning
 - 2. Public Reporting
 - Citizen Engagement
 - 4. Coordination & Integration
- Report to Council in August



Recommended Legislation

Council mandate:

- All agencies to submit annual business plans as part of budget process
- All agencies develop a strategic plan every three to five years
- Annual countywide performance reporting
- Countywide citizen engagement process
- Countywide strategic plan every three to five years

What about citizen engagement & indicators?

Evolving Approaches

- "Priorities for People" To inform annual budget process
- NCCI Grant To improve the Executive's performance report/scorecard
- Citizen Councilor Networks To engage citizens in key issues

Priorities for People

2008 Budget Ordinance

- "Citizen Engagement Initiative. This budget prioritizes those services that are most important to county residents by funding an initiative to engage citizens in developing countywide priorities for their county government. In 2008, the council will continue its practice of conducting workshops with citizens to enable them to prioritize their county services on a broad level. The council will report to the public on the priorities identified by participants. The report will guide alignment of county services to the priorities of the people and will be adopted as a policy directive for development of the executive's 2009 proposed budget. The council will also develop a process for ongoing citizen engagement with regular reports back to the public."
- Citizen Engagement--King County Council Website <u>http://www.kingcounty.gov/council/budget/citizen_engagement.aspx</u>

Performance Reporting Input

- Citizen Focus Groups (NCCI Grant)
 - Using scorecard models to help determine:
 - What we should measure?
 - How much performance information residents want?
 - Includes a discussion of indicators & measures
 - What is the state of the county?
 - How is King County government's performance?

AlMs High Website

The goals of reporting both indicators and measures are:

- To illustrate how King County's services and performance contribute to community conditions;
- To demonstrate how the state of the community shapes the county's decision-making and performance;
- To provide all members of the community (from government, the business community, non-profits, and individual residents) with the opportunity to identify what actions need to be taken to improve community conditions; and
- To increase access to information and support informed public debate.

AlMs High Website



HOME INEWS I SERVICES | DIRECTORY | CONTACT |

MEASURES

Adult detention

Inmate suicides

Alternative

sentencing

King County AIMs High

Annual Indicators and Measures



management KingStat

Budget & performance

Key terms

Related Links

Search by department

Safety & Infrastructure

Criminal justice

Emergency preparedness

Injury prevention

Safety & Infrastructure

Land Use & Transportation

King County's goal is to promote the health, safety and well-being of our communities. The community indicators demonstrate whether King County residents are safe from threats of crime and injury and prepared for an emergency. They also reflect the resiliency of physical infrastructure, which is essential for the safety, well-being and economic health of King County. The performance measures reflect King County government's role in keeping residents safe, preparing for and responding to emergencies, and maintaining county infrastructure.



Flood safety

Emergency plans

for vulnerable

populations

Timely answering

of 911 calls

Wireless accidental

911 calls

Non-emergency

911 calls

Pavement condition

Pothole repair

Flood safety

King County by the numbers

Indicators:

- Decrease in hospitalizations for motor vehicle injuries since 1990: 45%
- County residents familiar with 3 Days. 3 Ways: 37%
- Incarceration rate in King County jails: 139 per 100,000

Performance measures:

- Number of 9-1-1 calls misrouted: 161 out of 2.2 million calls
- Percent of participants successfully completing CCAP, an alternative-to-detention program: 47%
- Percent of Wastewater Treatment Division sewer lines in good or excellent condition: 46%

County performance measures

Countywide Community Forums

- Volunteer Program to Engage Citizens
 - Volunteer coordinators and auditor's office administer
 - Funded by donations
 - Requires 1000 participants to register
- Advisory Steering Committee Recommends Issues
 - Transportation: Public Priorities, Options and Funding

Countywide Community Forums

- Participants Meet in Small Groups
- Watch Video & Get Facts
 - Share opinions
 - Complete survey
- Survey Tabulated
 - Results posted on web
 - Results shared with officials

Countywide Community Forums Interview

http://www.kingcounty.gov/council/multimedia.aspx

How the Twain Meets?

Incremental Integration

- Council linking budget and citizen priorities
 - Expanding citizen engagement
- Executive linking government performance to community conditions
- Auditor's work group facilitating countywide linkages
- Purpose: To achieve the benefits:*
 - Increase accountability & citizen confidence
 - Improve decision making
 - Provide clarity on contributions
 - Improve community conditions

^{*}Cited from Community Indicators Consortium 4/30/07 report funded by A.P. Sloan Foundation

Contact Information

Web

www.metrokc.gov/auditor/PM.htm
www.CountywideCommunityForums.org
www.metrokc.gov/aimshigh
www.kingcounty.gov/council/bud
get/citizen_engagement.aspx

E-mail cheryle.broom@kingcounty.gov

